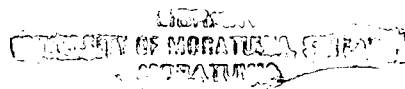


OPERATIONS MANAGEMENT PRACTICES IN SRI LANKAN METAL WORKING INDUSTRY

By



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The Dissertation was submitted to the Department of Management of Technology/ Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration.

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Preface

This dissertation was prepared and submitted to the Department Of Management of Technology of the university of Moratuwa, in partial fulfillment of the requirements for the Degree of Master of Business Administration in Technology Management. The contents of this dissertation as apart or whole has not been submitted for any other academic qualification at any institution.



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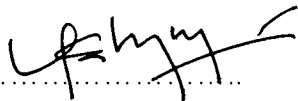
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Abstract

Industrial output is one of the factors for the fluctuation of Sri Lankan economy during the past few years. Management techniques and management changes from government to private sector contributed to the industrial output trends in the past. Metal working industry is one of the nine industry categories appeared in Sri Lanka. Operation management practices are identified as one of the advance management techniques that can be applied in order to increase the industrial output and productivity. This research has been carried out in order to find out the current level of operations management practices implemented in Sri Lankan metal working Industry.

The data collection for this research was done through a questionnaire. The questionnaire was developed to cover seven components of operations management, i.e. operations strategy, product design, process selection and capacity planning, facility layout, job design, inventory management, and other management techniques. The expectation of the questionnaire was to have qualitative data of the sample companies. Data from thirty-two metal working companies were taken for this study.

The results were analyzed in two ways. First the results were analyzed under individual components of operations management in order to explore the level of operations management practices implementation under each component. In addition, the results were analyzed as a whole, to analyze the overall level of operations management practices implementation in Sri Lankan metal working industries.

According to the results the level of operations management implementation in Sri Lankan metal working Industry is relatively low. Compared to each component, facility layout is the lowest component in implementation. It was revealed that there is a relationship between operations management implementation and duration in the business. According to the analyses the duration of 11 to 15 years can be considered as matured period of operations management implementation in the metal working industry. That is the period, which recorded the highest level of implementation of operations management practices. The results show that there is a relationship in between the level of operations management implementation and the number of employees in an organization. It was revealed that the level of operations management implementation increases with the number of employees. Based on the findings of this research it is recommended to increase the awareness of operations management techniques among the personnels in Sri Lankan metal working industry.

Acknowledgment

At carrying out of this research, many parties were involved with instructions, guidance, and various supports. Otherwise this research would not be a reality. Specially the sincere thank goes to

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- Mrs. Thushari Habaraduwa for the support given in typing the dissertation

S.A.W.S. Dissanayake.

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List of Abbreviations

OM – Operations Management

MW – Metal Working

Stgy – Strategy

BOI – Board of Investment

Avg – Average

SL – Sri Lanka



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